Exchanging
Mail and News

Objectives

► **Start Outlook Express**
► **Explore the Outlook Express window**
► **Add a contact to the Address Book**
► **Compose and send e-mail**
► **Retrieve, read, and respond to e-mail**
► **Manage e-mail messages**
► **Select a news server**
► **View and subscribe to a newsgroup**
► **Read and post a news message**

STOP *If you are not connected to the Internet and do not have an e-mail account, you cannot work through the steps in this unit; however, you can read the lessons without completing the steps to learn what you can accomplish using Outlook Express.*

Windows XP includes Microsoft Outlook Express 6, a powerful program for managing **electronic mail**, known as e-mail. With an Internet connection and Microsoft Outlook Express, you can exchange e-mail messages with anyone on the Internet and join any number of **newsgroups**, collections of e-mail messages on related topics posted by individuals to specified Internet locations. ✎ John Casey, owner of the Wired Coffee Company, uses Outlook Express to send and receive e-mail messages and join a newsgroup about the coffee industry.

Starting Outlook Express

Whether you want to exchange e-mail with colleagues and friends or join newsgroups to trade ideas and information, Outlook Express provides you with the tools you need. When you install Windows XP, a menu item for Outlook Express appears on the left column of the Start menu and the All Programs submenu. If your computer is not connected to the Internet or you do not have an e-mail account, check with your instructor or technical support person to see if it's possible for you to connect or set up an e-mail account. Otherwise, read through the lessons in this unit without completing the steps. ✎ John wants to use Outlook Express to exchange e-mail with his employees.

Steps 1 2 3 4

1. **If necessary, establish a connection to the Internet via the network or telephone**
   If you connect to the Internet through a network, follow your instructor's or technical support person's directions to establish your connection. If you connect by telephone, create a new connection using the New Connection Wizard to establish your connection or use an existing dial-up networking connection. To start the New Connection Wizard, click the Start button on the taskbar, point to All Programs, point to Accessories, point to Communications, then click New Connection Wizard.

2. **Click the Start button on the taskbar, then click E-mail (with Outlook Express in gray below it) in the left column of the Start menu**
   The Outlook Express window opens and displays the Outlook Express Start Page, as shown in Figure H-1. Depending on past use, your folders and contacts may differ. If you connect to the Internet through a network, follow your instructor's or technical support person's directions to log on. If you connect to the Internet by telephone using a dial-up networking connection, you might need to enter your user name and password. See your instructor or technical support person for this information.

3. **If necessary, click the Connect to list arrow, select the name of your ISP, type your user name, press [Tab], type your password, then click Connect**
   Upon completion of the dial-up connection, you are connected to the Internet (unless an error message appears; if so, search for the Modem Troubleshooter in the Help and Support Center). When you start Outlook Express for the first time, you need to use the Set up a Mail account link on the Start Page to start the Internet Connection Wizard and enter your e-mail account set-up information. See your instructor or technical support person for this information.

4. **If available, click the Set up a Mail account link on the Start Page, in the Internet Connection Wizard dialog box type your name, click Next, type your e-mail address, click Next, select an incoming mail server type, type the name of the incoming mail server, type the name of the outgoing server, click Next, type your e-mail account name, type your password, click Next, then click Finish**
   Your mail account is set up. The Set up a Mail account link is replaced on the Start Page in the E-mail area with the Read Mail and new Mail message links.

5. **If necessary, click the Maximize button to maximize the Outlook Express window**

Trouble?

If Outlook Express doesn't appear on the left column of the Start menu, it's available on the All Programs submenu.

Trouble?

If the Internet Connection Wizard opens, follow the step-by-step instructions to setup your e-mail account.
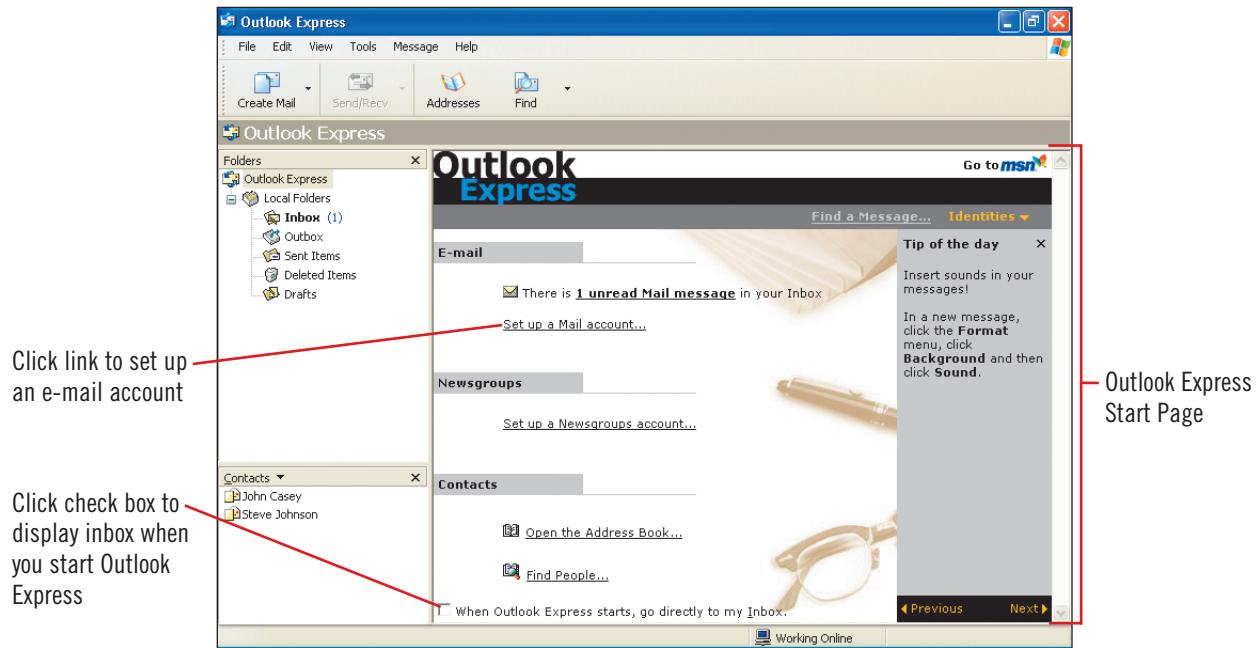
QuickTip

To modify or add an account, click Tools on the menu bar, click Accounts, click an account, then click Properties, or click Add, click an account type, then follow the wizard instructions.

FIGURE H-1: Outlook Express window with Start Page

Click link to set up an e-mail account

Click check box to display inbox when you start Outlook Express

Outlook Express Start Page

CLUES TO USE

Understanding e-mail account information

Before you can set up an e-mail account, you need your account name, password, e-mail server type, and the names of your incoming and outgoing e-mail servers from your ISP or network administrator. The Internet Connection Wizard helps you connect to one or more e-mail servers. Outlook Express allows you to send and retrieve e-mail messages from different types of **e-mail servers**, which are the locations where your e-mail is stored before you access it. Outlook Express supports three types of incoming e-mail servers: **POP3** (Post Office Protocol), **IMAP** (Internet Message Access Protocol), and **HTTP** (Hypertext Transfer Protocol). A **Protocol** is a set of rules and standards that control the transmission of content, format, sequencing, and error management for information over the Internet or network like rules of the road govern the way you drive. POP3 servers allow you to access e-mail messages from a single Inbox folder, while IMAP servers allow you to access multiple folders. HTTP servers are used on Web sites, such as Hotmail, and allow you to send and receive e-mail messages in Outlook Express or on a Web site. When you use POP3 or IMAP e-mail servers, you also need to provide an outgoing e-mail server. **SMTP** (Simple Mail Transfer Protocol) is generally used to send messages between e-mail servers.

CLUES TO USE

Starting Outlook Express from your Web browser

You can set Outlook Express as your default e-mail program, so that whenever you click an e-mail link on a Web page or choose the mail command in your Web browser, Outlook Express opens. You can also set Outlook Express as your default news reader, so that when you click a newsgroup link on a Web page or choose the news reader command in your Web browser, Outlook Express opens. To set Outlook Express as your default e-mail or newsgroup program, start Internet Explorer, click Tools on the menu bar, click Internet Options, click the Programs tab, click either the E-mail or Newsgroups list arrow, click Outlook Express, then click OK. In Internet Explorer, you can click the Mail button ✉ on the toolbar, then click Read Mail to check your e-mail or click Read News to check your newsgroup messages in Outlook Express.
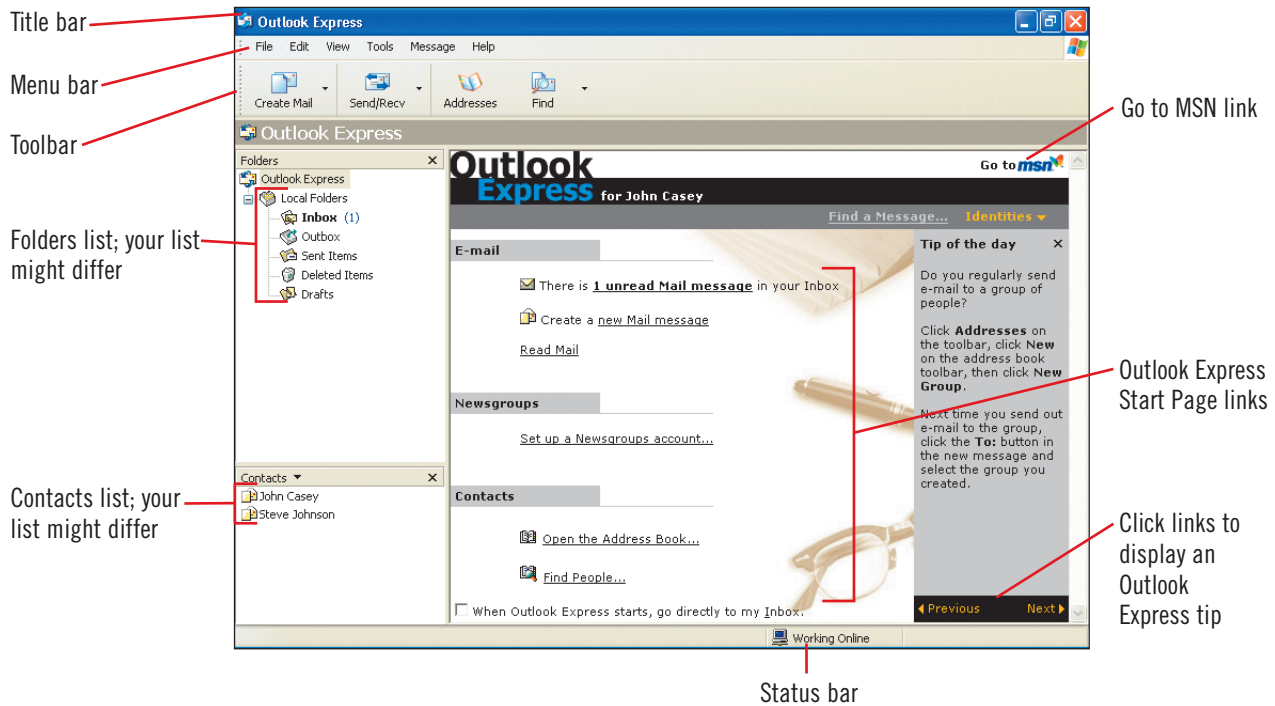
Exploring the Outlook Express Window

After you start Outlook Express, the Outlook Express window displays the Outlook Express Start Page, as shown in Figure H-2. The **Outlook Express Start Page** displays tools that you can use to read e-mail, set up a newsgroup account, read newsgroup messages, compose e-mail messages, enter and edit Address Book information, and find people on the Internet. Before reading his e-mail, John decides to familiarize himself with the components of the Outlook Express window.

Details

He notes the following features:

▶ The **title bar** at the top of the window displays the name of the program.

▶ The **menu bar** provides access to a variety of commands, much like other Windows programs.

▶ The **Toolbar** provides icons, or buttons, for easy access to the most commonly used commands. See Table H-1 for a description of each toolbar button. These commands are also available on menus.

▶ The **Go to MSN link** opens your default Web browser program and displays the MSN Web page.

▶ The **Folders list** displays folders where Outlook Express stores e-mail messages. You can also use folders to organize your e-mail messages.

▶ The **Contacts list** displays the contact names in the Address Book.

▶ The **new Mail message link** opens the New Message dialog box, where you can compose and send e-mail messages.

▶ The **Read Mail link** jumps to the Inbox, where you can read and reply to incoming e-mail messages.

▶ The **Set up a Newsgroups account link** creates a newsgroup account and appears instead of the Read News link if you have not set up a newsgroup account using the Internet Connection Wizard.

▶ The **Read News link** connects to newsgroups that you can view and subscribe to, and appears instead of the Set up a Newsgroup account link if you have already set up a newsgroup account.

▶ The **Open the Address Book link** opens the Address Book, where you can enter and edit your contacts list.

▶ The **Find People link** opens the Find People dialog box, where you can search for people on the Internet or in your Address Book.

▶ The **Tip of the day** pane appears on the right side of the window and displays an Outlook Express tip; click Next and Previous at the bottom of the pane to move between the tips.

▶ The **status bar** displays information about your Internet connection with a mail or news group server.

FIGURE H-2: Outlook Express window with Start Page

Title bar

Menu bar

Toolbar

Folders list; your list might differ

Contacts list; your list might differ

Go to MSN link

Outlook Express Start Page links

Click links to display an Outlook Express tip

Status bar

TABLE H-1: Outlook Express Start Page toolbar buttons

button	name	description
	Create Mail	Opens the e-mail message composition window
	Send/Recv	Sends e-mail messages and checks for new messages
	Addresses	Opens the Address Book
	Find	Finds e-mail messages, text in an e-mail message, or people on the Internet

CLUES TO USE

Getting help in Outlook Express

If you need help connecting to the Internet to get mail or learning how to use Outlook Express features, you can get help from several different sources. To get Outlook Express Help, you can use the Help system that comes with the program or view Outlook Express Web sites on the Internet. To open Outlook Express Help, click Help on the menu bar, then click Contents and Index. To learn more about Outlook Express from Web sites on the Internet, click Help on the menu bar, point to Microsoft on the Web, then click Product News. Your browser starts and displays the Outlook Express Web site.

Adding a Contact to the Address Book

A **contact** is a person or company that you communicate with. You can store a contact's information, such as the contact's title, street address, phone number, and personal Web page address, in the **Address Book**. You can organize your contacts into **contact groups**, which are groups of related people with whom you communicate regularly, or into folders. ✍ John wants to add a new employee to his Address Book.

Steps 1234

1. Click the **Open the Address Book link** on the Outlook Express Start Page
   The Address Book window opens, as shown in Figure H-3, displaying the current contacts in the Address Book. The Address Book toolbar is above the list of contacts. See Table H-2 for a description of each toolbar button. These commands are also available on the menu bar.

2. Click the **New button** 📇 ▾ on the Address Book toolbar, then click **New Contact**
   The Properties dialog box opens, displaying the Name tab. On the Name tab, you enter name and e-mail information. You can use other tabs to enter additional information.

3. Type **Shawn** in the First text box, press **[Tab]** twice, then type **Brooks** in the Last name text box
   The name of the new contact appears in the Display text box as it will appear in the contacts list, unless you click the Display list arrow and choose a different name.

4. Click in the **E-Mail Addresses text box**, type **shawnbrooks@course.com**, then click **Add**
   The e-mail address appears in the box below the E-Mail Addresses text box, as shown in Figure H-4. E-mail addresses are not case-sensitive, so capitalization doesn't matter, and they cannot contain spaces. The e-mail address includes the text "(Default E-Mail)," which indicates this e-mail address is the one used if a contact has multiple e-mail addresses.

5. Click **OK**
   The Properties dialog box closes, and you return to the Address Book.

6. Click any contact in the right pane, then position the mouse pointer over **Shawn Brooks** in the Address Book to display a ScreenTip
   To remove the ScreenTip, move the mouse pointer, or wait a moment and it will close on its own. To edit a contact, double-click anywhere on the contact's entry in the Address Book.

7. Double-click **Shawn Brooks** in the Address Book
   The Shawn Brooks Properties dialog box opens and displays the selected contact's information.

8. Click the **Business tab**, click in the **Phone text box**, type **925-555-3084**, then click **OK**
   Shawn's business phone number appears in the Address Book. Scroll, if necessary, to view it.

9. Click the **Close button** in the Address Book window
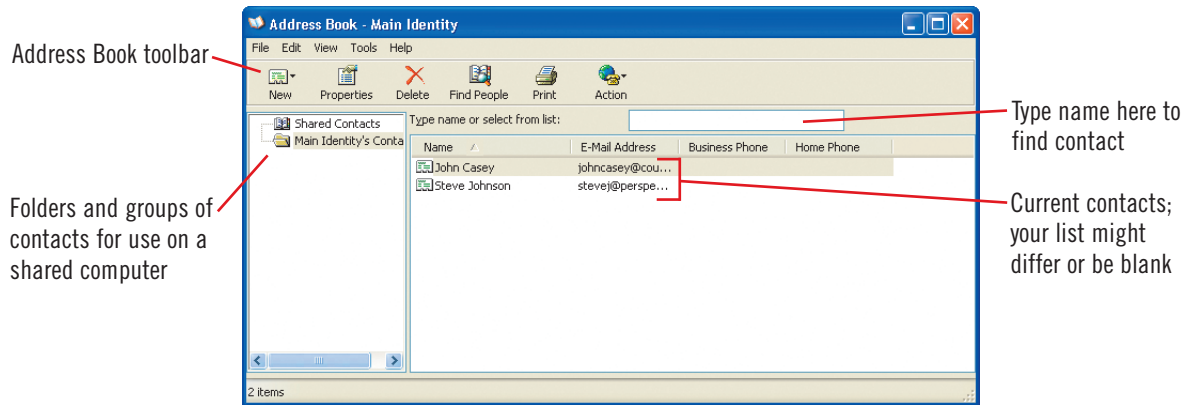
FIGURE H-3: Address Book window

Address Book toolbar

Folders and groups of contacts for use on a shared computer

Type name here to find contact

Current contacts; your list might differ or be blank

FIGURE H-4: Properties dialog box with new contact

Enter name information here

Enter e-mail address here

Click button to add e-mail address after typing it in text box

Click buttons to edit or delete e-mail address

E-mail address added here
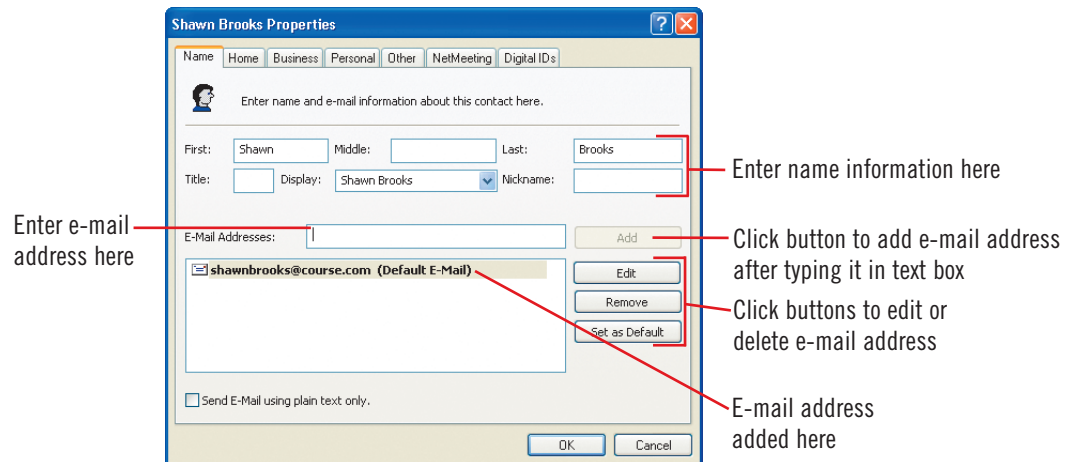
TABLE H-2: Address Book toolbar buttons

button	name	description
	New	Creates a new contact, group, or folder
	Properties	Opens property information for the selected contact
	Delete	Deletes the selected contact
	Find People	Finds people in the Address Book or on the Internet
	Print	Opens the Print dialog box
	Action	Sends mail, dials a connection, or places an Internet call

CLUES TO USE

Printing contacts from the Address Book

You can print your contact information in a variety of formats, such as Memo, Business Card, and Phone List. The Memo style prints all the information you have for a contact with descriptive titles. The Business Card style prints the contact information without descriptive titles. The Phone List style prints all the phone numbers for a contact or for all your contacts. To print contact information, open the Address Book, select a specific contact (if desired), click the Print button on the toolbar, select a print range, print style, and the number of copies you want to print, then click Print in the Print dialog box.

Composing and Sending E-mail

E-mail is becoming the primary form of written communication for many people. E-mail messages follow a standard memo format, with fields for the sender, recipient, date, and subject of the message. To send an e-mail message, you need to enter the recipient's e-mail address, type a subject, then type the message itself. You can send the same message to more than one individual, to a contact group, or to a combination of individuals and groups. You can personalize your e-mail messages and newsgroup messages with stationery templates, or you can design your own stationery. ➜ John wants to send an e-mail message to the new employee whose contact information he added to the Address Book in the previous lesson.

Steps 1 2 3 4

1. Click the **Create Mail list arrow** ▢▾ on the toolbar, click **Clear Day** or another available stationery, then click the **Maximize button** in the message window if necessary
   The New Message window opens and is maximized, as shown in Figure H-5, displaying the Clear Day stationery in the message box.

2. Click the **To button** 🕮 next to the To text box
   The Select Recipients dialog box opens, as shown in Figure H-6, displaying the contacts from the Address Book.

3. Scroll in the list of contacts if necessary, click **Shawn Brooks**, then click **To**
   The contact's name, Shawn Brooks, appears in the Message recipients To box. You can also add additional recipients to this list, select another recipient and click the **Cc (carbon copy)** button to send a copy of your e-mail message to that person, or click the **Bcc (blind carbon copy)** button to send a copy of your e-mail message to another person whose name will not appear in the e-mail message. Bcc is useful when sending e-mails to a large group of unrelated people, and allows for privacy for the recipients.

4. Click **OK**
   Shawn's name appears in the To text box. Shawn's e-mail address is associated with the name selected even though it does not appear. You include a subject title.

5. Click in the **Subject text box**, then type **Welcome aboard!**
   The message title bar changes from New Message to the subject text "Welcome aboard!" Since the subject text is the first information the recipient sees about the e-mail, it should provide a short, concise summary of the message contents.

6. Click the first line in the **text box** at the bottom of the message window
   The Formatting toolbar is now activated and appears just below the Subject text box.

7. Type **Dear Shawn:**, press **[Enter]** twice, type **I would like to welcome you to the Wired Coffee Company. We are excited that you have joined our team. Wired Coffee is a growing company, and I believe your contributions will make a big difference. Please come to a luncheon for new employees this Thursday at 12:30 in the company cafe.**, press **[Enter]** twice, then type **John**

8. Click the **Send button** 🖃➜ on the toolbar, then click **OK** in the information box if necessary
   The New Message window closes. The e-mail message is placed temporarily in the Outbox, a folder for storing outgoing messages, then it is sent automatically to the recipient. A copy of the outgoing message remains in the Sent Items folder so that you can reference the message later. To send a message later, click File on the menu bar, then click Send Later. To send, open the Outbox, then click 🖃➜.

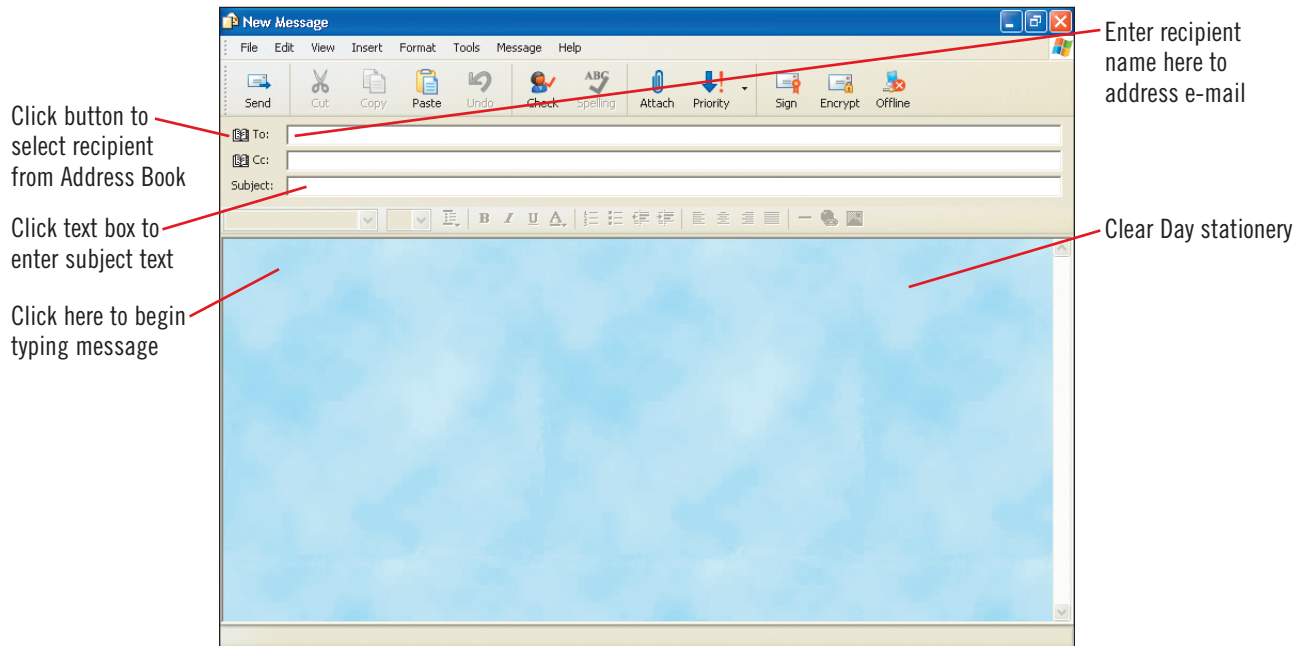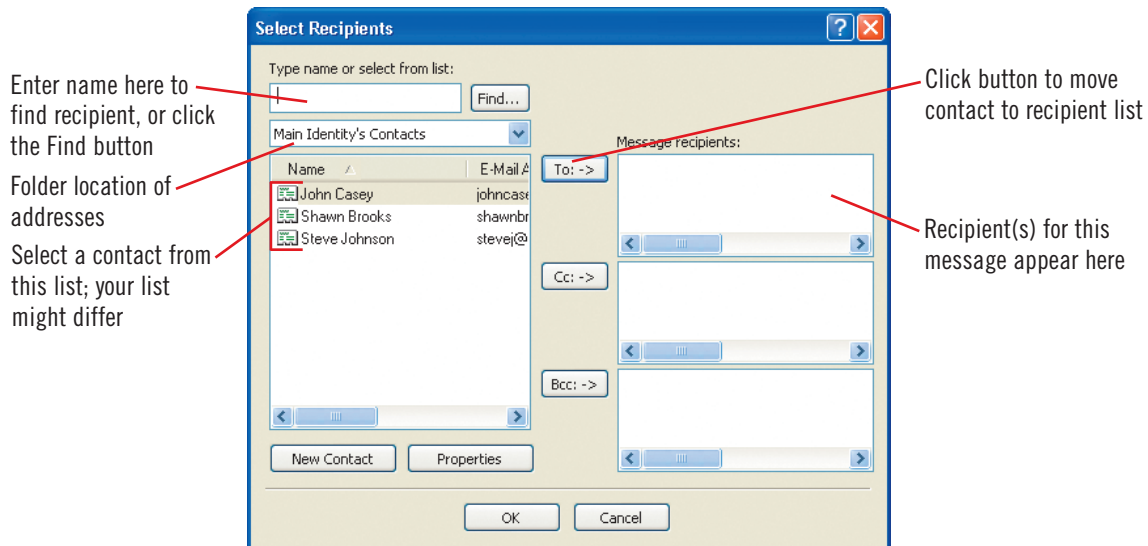**FIGURE H-5:** New Message window with Clear Day stationery

Enter recipient name here to address e-mail

Click button to select recipient from Address Book

Click text box to enter subject text

Click here to begin typing message

Clear Day stationery

FIGURE H-6: Selecting recipients for e-mail message

Enter name here to find recipient, or click the Find button

Folder location of addresses

Select a contact from this list; your list might differ

Click button to move contact to recipient list

Recipient(s) for this message appear here

Attaching a file to an e-mail message

You can easily share a file, such as a picture or a document, using e-mail by attaching it to an e-mail message. Upon receiving the e-mail, the recipient can open the file in the program that created it or save it on disk. For example, suppose that you are working on a report that you created using WordPad and that a colleague working in another part of the country needs to present the report today. After you finish the report, you can attach the report file to an e-mail message and send the message to your colleague, who can then open, edit, and print the report. To attach a file to an e-mail message, create the message, click the Attach button on the toolbar in the Insert Attachment dialog box, navigate to the drive and folder location of the file you want to attach, select the file, then click Attach.

Retrieving, Reading, and Responding to E-mail

You can retrieve your e-mail manually or set Outlook Express to do so automatically. New messages appear in the Inbox along with any messages you haven't stored elsewhere or deleted. **Message flags** may appear next to a message. See Table H-3 for common message flags. You can respond to a message in two ways: either reply to it, which creates a new message addressed to the sender(s) and other recipients, or forward it, which creates a new message you can send to someone else. In either case, the original message appears in the message response. John forwards an e-mail message he received from Shawn Brooks to another person at the company.

Steps 1 2 3 4

1. Click the **Send/Recv button** 🖥 on the toolbar

An information box displays as Outlook Express sends and receives your e-mail messages. When you receive new e-mail, the Inbox folder name in the Folders list is boldfaced, indicating that it contains unread messages, and a number in parentheses indicates the number of newly received e-mail messages.

2. In the Folders list, click **Inbox**

The Inbox folder opens. The **preview pane** displays the messages in your Inbox. The **display pane** displays the e-mail message selected in the preview pane. E-mail messages that appear with boldfaced subject or heading text are ones you have not opened.

3. Click the **message** you received from Shawn Brooks, as shown in Figure H-7

The display pane displays the e-mail message from Shawn Brooks selected in the preview pane.

4. Double-click the **message** you received from Shawn Brooks in the preview pane, then click the **Maximize button** in the message window if necessary

When you receive a short message, you can quickly read it by clicking the message and then reading the text in the display pane. Longer messages are easier to read in a full window instead of in the display pane. You can reply to the author, reply to all recipients, forward the message, or simply close or delete the message.

5. Click the **Forward button** 📧 on the message toolbar, then click the **Maximize button** in the message window if necessary

The Forward Message window opens, as shown in Figure H-8, displaying the original e-mail subject title in the Subject text box with the prefix "Fw:" (short for Forward) and the original message you sent in the message box. You can add additional text to the message.

6. Click in the upper-left corner of the message box, then type **Please add Shawn Brooks to Thursday's luncheon guest list.**

7. Click the **To text box**, type the e-mail address of your instructor, technical support person, or someone else you know, then click the **Send button** 📨 on the toolbar

You send the e-mail message. To verify that your message was sent, view the Sent Items folder. If the recipient of the e-mail message is a contact in the Contacts list, you can type the name of the recipient instead of the e-mail address in the To text box. As you type a recipient name, **AutoComplete** suggests possible matches from the Contacts list. Click the suggestion from the list that matches the contact you want.

8. In the Folders list, click **Sent Items** to display e-mail messages you have sent

9. In the Contacts list, right-click **Shawn Brooks**, click **Delete**, then click **Yes**

QuickTip

To display the Inbox when you start Outlook Express, click the When Outlook Express starts, go directly to my Inbox check box on the Outlook Express Start Page.

Trouble?

If you didn't receive a message from Shawn Brooks, click the Send/Recv button on the toolbar again. It may take a few minutes for the message to arrive.

QuickTip

To print an e-mail message, open the message, then click the Print button 🖨 on the message window toolbar.

Trouble?

If you don't know an e-mail address to send the forwarded message to, click the Close button in the message window, then continue to the next lesson.

FIGURE H-7: Outlook Express window with Inbox
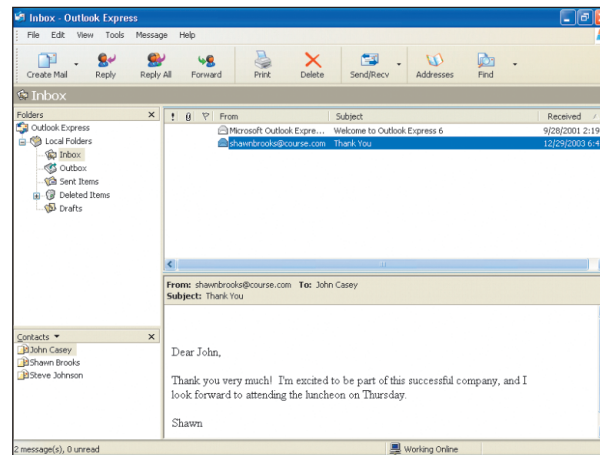
FIGURE H-8: Forward Message window
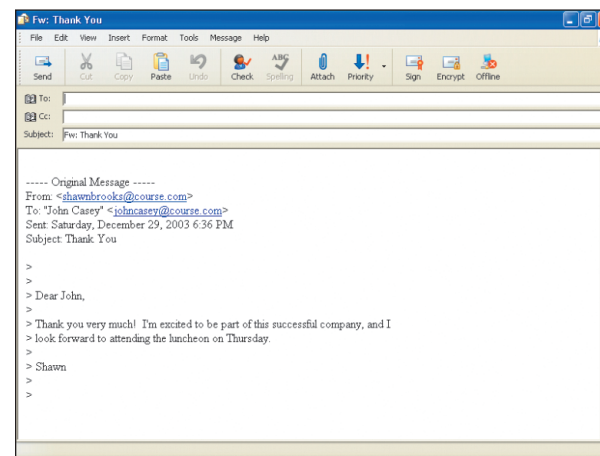
TABLE H-3: Mail message flag icons

icon	description	icon	description
	Unread message; message heading text appears bold		One or more files attached to message
	Read message		Sender marked message as high priority
	Replied to message		Sender marked message as low priority
	Forwarded message		

CLUES TO USE

Checking the spelling and content in e-mail messages

Before you send an e-mail message, you should spell check the text and read through the content to make sure your spelling is accurate and your content conveys the message you want to the recipient(s). If you have Microsoft Word, Microsoft Excel, or Microsoft PowerPoint installed on your computer, Outlook Express uses the spelling checker from the program to spell check your e-mail messages. If you do not have one of these programs installed, the Spelling command is not available, and you need to check spelling manually. To start the spell checker, type your e-mail message, click Tools on the menu bar, then click Spelling. To have Outlook Express automatically check all of your e-mail messages before sending them, display the Outlook window, click Tools on the menu bar, click Options, click the Spelling tab in the Options dialog box, click the Always check spelling before sending check box to select it, then click OK.

Managing E-mail Messages

A common problem with using e-mail is an overcrowded Inbox. To keep your Inbox organized, you should move messages you want to save to other folders and subfolders, delete messages you no longer want, and create new folders as you need them. Storing incoming messages in other folders and deleting unwanted messages makes it easier to see the new messages you receive and to keep track of messages to which you have already responded. ◢━━━ John wants to create a new folder for his important messages in the Local Folders location, move a message from the Inbox to the new folder, then delete the messages he no longer needs.

Steps 1 2 3 4

1. Click **File** on the menu bar, point to **New**, then click **Folder**
   The Create Folder dialog box opens, displaying the list of folders contained in the Outlook Express folder, as shown in Figure H-9.

2. Click in the **Folder name text box**, type **Important**, then click **Local Folders** in the Folders list
   You name the new folder Important, and it will appear in the Folders list under Local Folders. To create a **subfolder** (a folder in a folder), you select one of the folders in the Folders list under Local Folders. The Folders list works like the left pane of Windows Explorer. When you create a subfolder, the Expand Indicator ⊞ appears next to the name of the folder that contains the subfolder.

3. Click **OK**
   The new folder, Important, appears in the Folders list under Local Folders at the bottom of the list.

4. Click **Inbox** in the Folders list, then right-click the **message you received from Shawn Brooks** in the preview pane of the Inbox
   A shortcut menu appears, displaying commands, such as Move to Folder, Copy to Folder, Delete, Print, and Add Sender to Address Book, to help you manage your e-mail messages.

5. Click **Move to Folder** on the shortcut menu
   The Move dialog box opens, allowing you to specify the folder where you want to move the selected message.

6. Click the **Important folder**, then click **OK**

7. In the Folders list, click the **Important folder**
   The e-mail message you just moved appears in the preview and display panes, as shown in Figure H-10.

8. In the Folders list, right-click the **Important folder**, click **Delete**, then click **Yes** to confirm the deletion
   You place the Important folder in the Deleted Items folder. The Deleted Items folder works just like the Recycle Bin. The folder temporarily stores deleted messages until you automatically or manually delete them.

9. In the Folders list, right-click the **Deleted Items folder**, click **Empty 'Deleted Items' Folder**, then click **Yes** to confirm the deletion
   You permanently delete the Important folder and all of its contents.
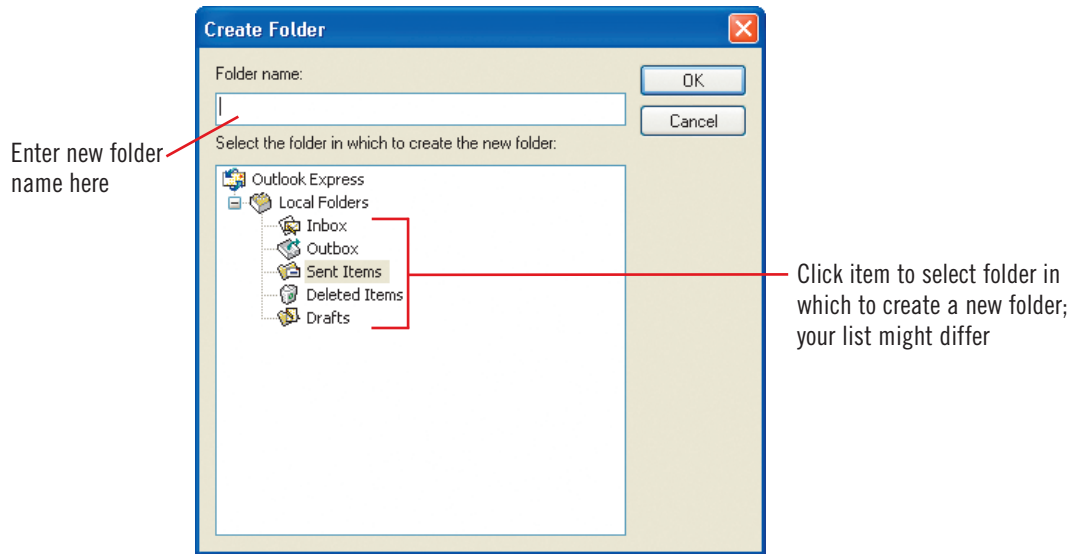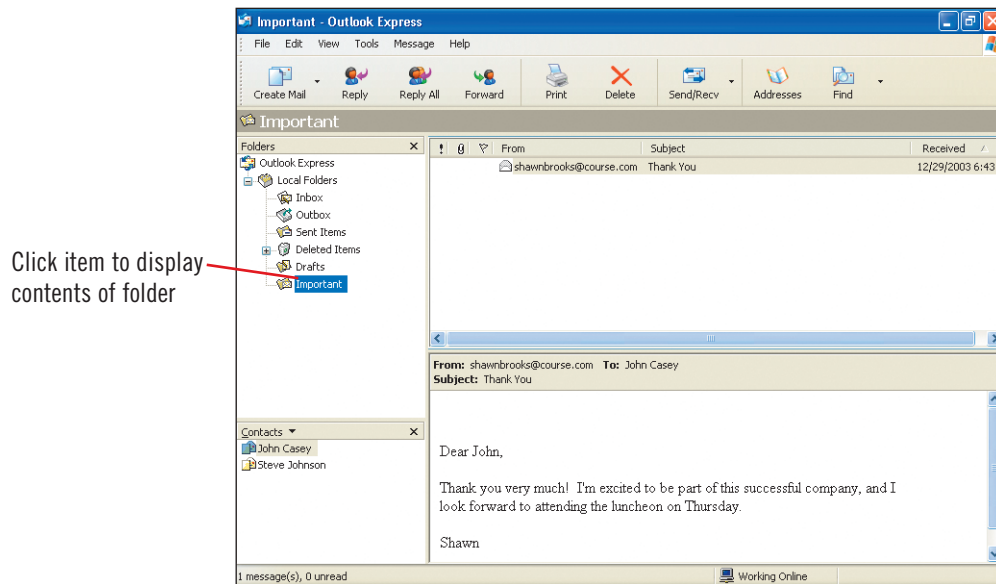
FIGURE H-9: Create Folder dialog box

Enter new folder name here

Click item to select folder in which to create a new folder; your list might differ

FIGURE H-10: Important folder

Click item to display contents of folder

CLUES TO USE

Diverting incoming e-mail to folders

Outlook Express can direct incoming messages that meet criteria to other folders in the Folders list rather than to your Inbox. For example, your friend loves sending you funny e-mail, but you often don't have time to read it right away. You can set message rules to store any messages you receive from your friend in a different folder so they won't clutter your Inbox. When you are ready to read the messages, you simply open the folder and access the messages just as you would messages in the Inbox. To set criteria for incoming messages, click Tools on the menu bar, point to Message Rules, then click Mail. If the New Mail Rule dialog box opens, no previous message rules exist. Otherwise, the Message Rules dialog box opens, and you click New to create a new message rule. In the New Mail Rule dialog box, select the conditions for your rule, select the actions for your rule, click any undefined value (such as the e-mail address you want to divert and the folder where you want to store the diverted messages) and provide information. Type a name to identify the rule, then click OK. If you receive unwanted e-mail from a specific address, you can block all messages from that sender. To block all messages from a sender, click the message from the sender, click Message on the menu bar, then click Block Sender.

Selecting a News Server

A newsgroup is an electronic forum where people from around the world with a common interest can share ideas, ask and answer questions, and comment on and discuss any subject. You can find newsgroups on almost any topic. Before you can participate in a newsgroup, you must select a news server. A **news server** is a computer located on the Internet, which stores newsgroup messages, also called **articles**, on different topics. Each news server contains several newsgroups from which to choose. The Internet Connection Wizard walks you through the process of selecting a news server. This wizard also appears the first time you use Outlook Express News. To complete the wizard process and the steps in this lesson, you need to get the name of the news server you want to use from your instructor, technical support person, or Internet service provider (ISP), and possibly an account name and password. ↙ John wants to add a news server account so he can access coffee-related newsgroups.

Steps

1. In the Folders list, click **Outlook Express**, then click the **Read News link** or click the **Set up a Newsgroups account link** in the Outlook Express Start Page

2. Click **Tools** on the menu bar, click **Accounts**, then click the **News tab** in the Internet Accounts dialog box
   The Internet Accounts dialog box opens, as shown in Figure H-11, displaying the News tab with your list of available news servers. Using the Internet Accounts dialog box, you can add, remove, and view properties for news servers, mail servers, and directory services.

QuickTip

To add a new e-mail account, click Add, click Mail, then follow the Internet Connection Wizard instructions.

3. Click **Add**, then click **News** on the shortcut menu
   The Internet Connection Wizard dialog box opens.

4. Type your **name** if necessary, then click **Next**
   The name you enter appears in messages you post to a newsgroup.

5. Type your **e-mail address** if necessary, then click **Next**
   Individuals participating in the newsgroup need to know your e-mail address so they can reply to your news messages, either by posting another news message or by sending you an e-mail message.

6. Type the **name of the news server** provided by your instructor, technical support person, or ISP, as shown in Figure H-12, click the **My news server requires me to log on** check box to select it if required by your ISP, then click **Next**

7. If you selected the My news server requires me to log on check box in the previous step, type **your user name** and **your password** in the appropriate text boxes, then click **Next**

QuickTip

To change a news server name, right-click the news server in the Folders list, click Properties, type a name in the News Accounts text box, then click OK.

8. Click **Finish**, click **Close** if the Internet Accounts dialog box is still open, then click **No** when prompted to download a list of available newsgroups
   The news server name appears in the Folders list, as shown in Figure H-13. You view a list of available newsgroups in the next lesson.
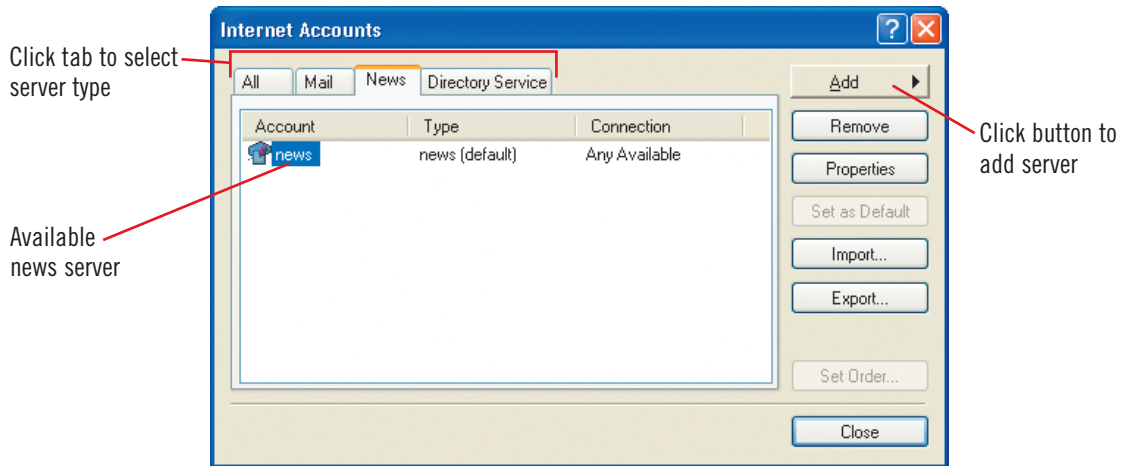
FIGURE H-11: Internet Accounts dialog box

Click tab to select
server type

Available
news server

Click button to
add server

FIGURE H-12: Internet Connection Wizard dialog box

Enter new server
here; your news
server might differ
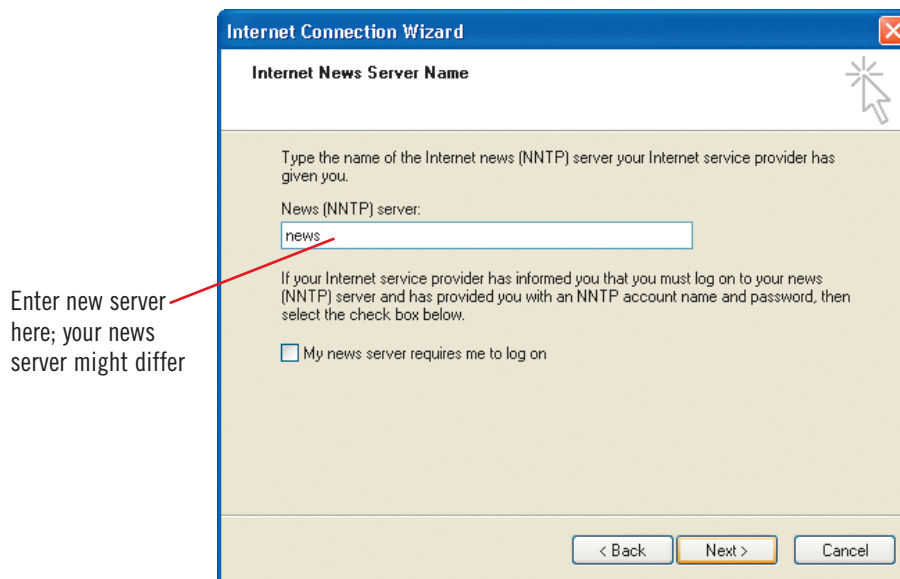
FIGURE H-13: Outlook Express window with news server

News server; your
news server name
might differ

Newsgroup links on
Outlook Express
Start Page
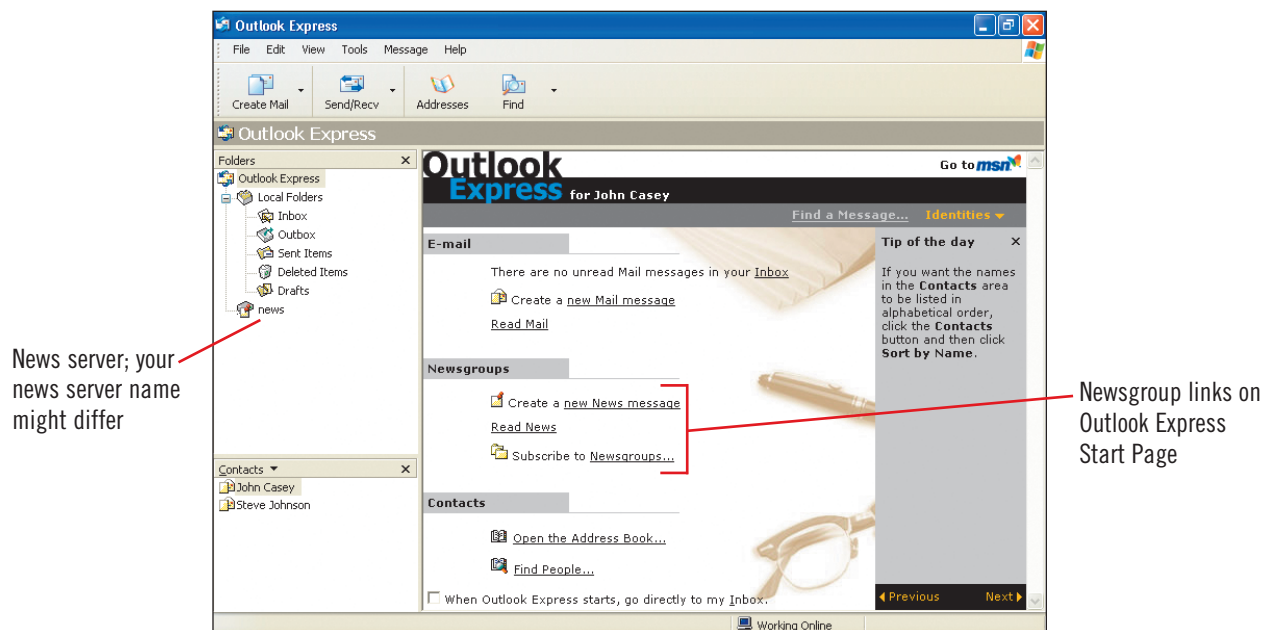
Viewing and Subscribing to a Newsgroup

When you add a news server account to Outlook Express, it retrieves a list of newsgroups available on that server. Often this list is quite lengthy. Rather than scroll through the entire list looking for a particular topic, you can have Outlook Express search the list for that topic. Similarly, you can search all the messages you retrieve from a newsgroup for a particular message. Once you select a newsgroup, you can merely view its contents, or, if you expect to return to the newsgroup often, you can subscribe to it. Subscribing to a newsgroup places a link to the group in the news server folder in your Outlook Express Folders list, providing easy access to the newsgroup. ✏ John wants to find and subscribe to a newsgroup for coffee drinkers, so he can keep track of what people want from a coffee company.

Steps 1 2 3 4

Trouble?

If a log in message appears, click OK.

1. Click the **Read News link** in the Outlook Express Start Page, then click **Yes** if necessary, to view a list of available newsgroups
   The Newsgroup Subscriptions dialog box opens, as shown in Figure H-14, displaying news servers on the left (if more than one exists) and related newsgroups on the right.

2. In the News server list, click the **news server** you added in the previous lesson if necessary
   A list of the newsgroups you subscribe to appears in the preview pane. Your list might be empty.

QuickTip

To download new newsgroup messages, click the news server in the Folders list, click the newsgroup in the right pane, click Settings, click New Messages Only on the shortcut menu, then click Synchronize Account.

3. Type **coffee** in the Display newsgroups which contain text box
   Newsgroups related to coffee appear in the Newsgroup list box, as shown in Figure H-15.

4. Scroll if necessary, click any newsgroup from your list, then click **Go to**
   The newsgroup name you choose appears selected in the Folders list, and the newsgroup messages appear in the preview pane of the Outlook Express window, as shown in Figure H-16. You think this newsgroup looks promising, so you decide to subscribe to it.

5. Right-click the **newsgroup name** in the Folders list, then click **Subscribe**
   The number of newsgroup messages appears next to the newsgroup name in the Folders list. The icon next to the newsgroup changes from gray to color to indicate the subscription is complete.

CLUES TO USE

Filtering unwanted newsgroup messages

After you become familiar with a newsgroup, you might decide that you don't want to retrieve messages from a particular person, about a specific subject, of a certain length, or older than a certain number of days. This is called **filtering** newsgroup messages. To filter unwanted messages, click Tools on the menu bar, point to Message Rules, then click News. If the New News Rule dialog box opens, no previous message rules exist. Otherwise, the Message Rules dialog box opens, and you click New to create a new message rule. In the New Mail Rule dialog box, select the conditions for your rule, select the actions for your rule, click any undefined value (such as the e-mail address you want to divert and the folder where you want to store the unwanted messages) and provide information, type a name to identify the rule, then click OK.
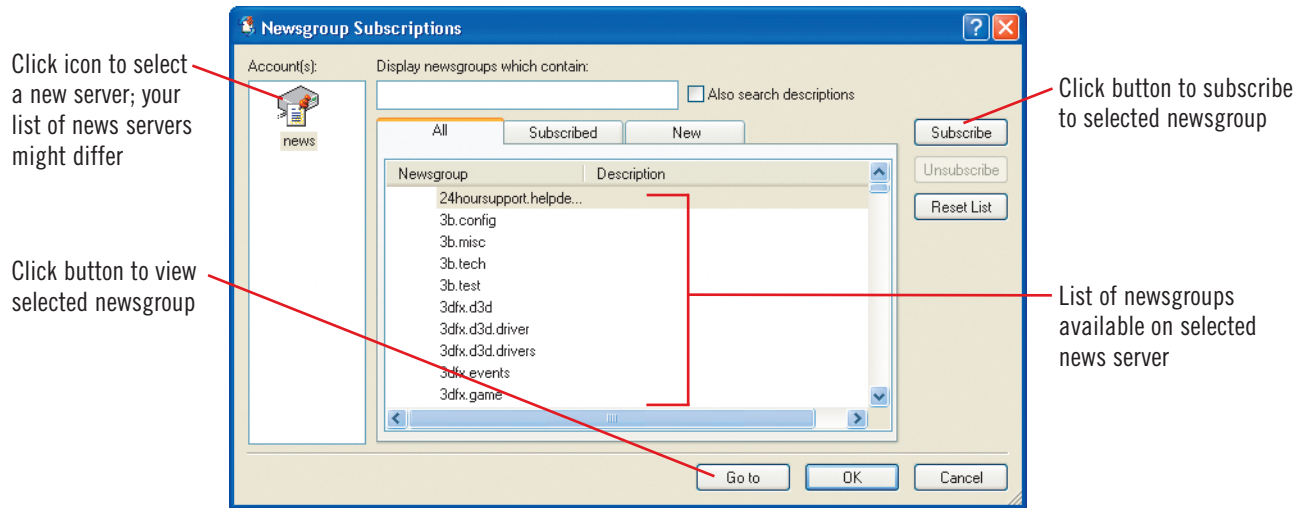
FIGURE H-14: Newsgroup dialog box

Click icon to select a new server; your list of news servers might differ

Click button to view selected newsgroup

Click button to subscribe to selected newsgroup

List of newsgroups available on selected news server

FIGURE H-15: List of newsgroups relating to coffee

List of newsgroups that contain the word "coffee"
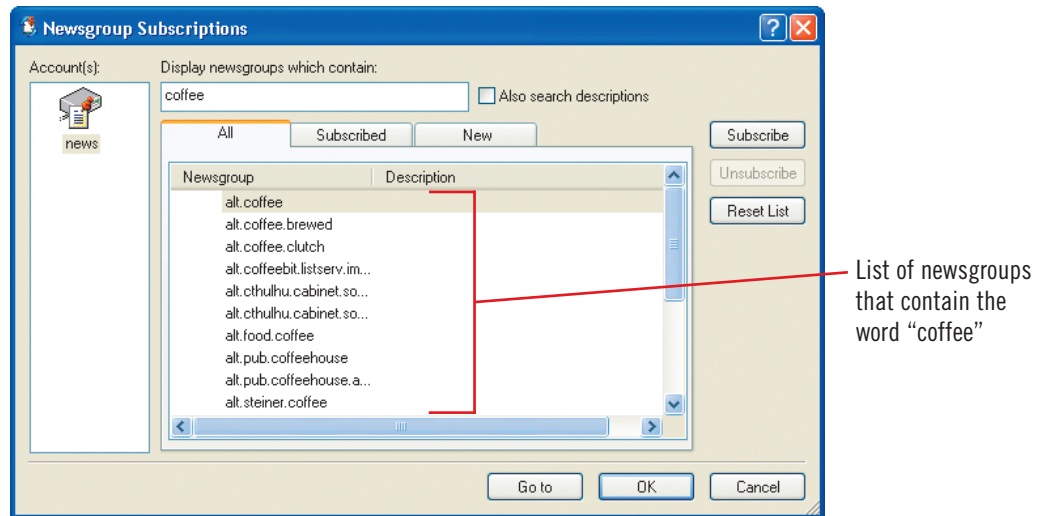
FIGURE H-16: Outlook Express window with newsgroup

Messages in selected newsgroup
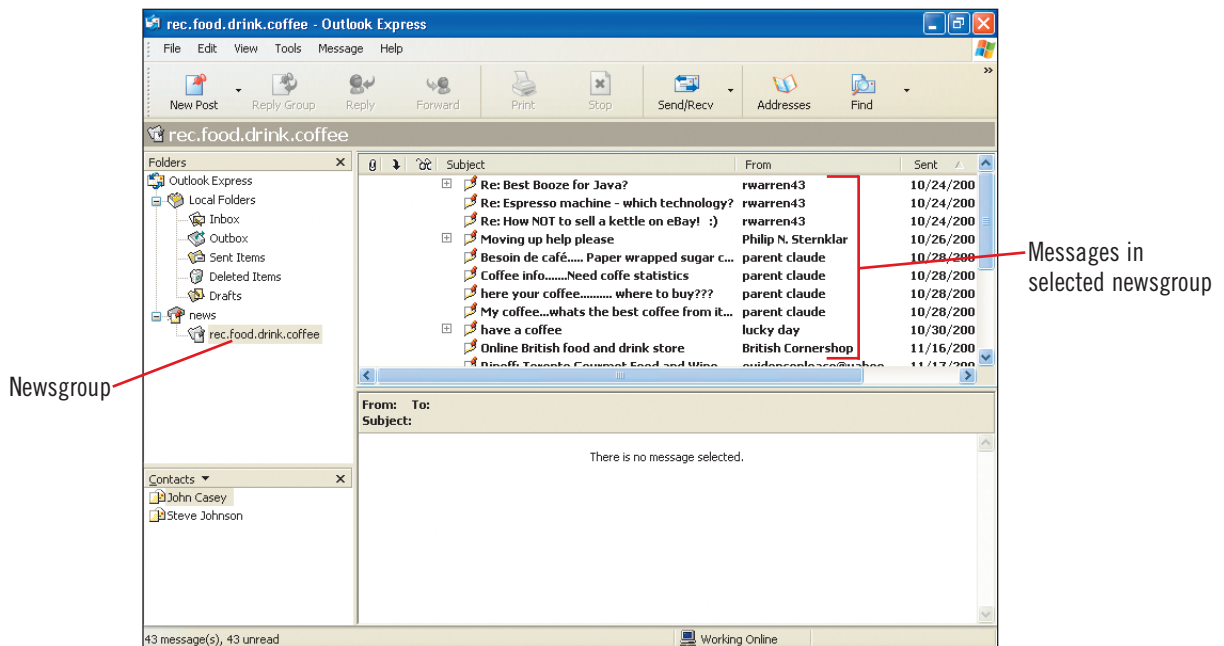
Newsgroup

Reading and Posting a News Message

After retrieving new newsgroup messages, you can read them. Newsgroup messages appear in the preview pane, just as e-mail messages do. To view a newsgroup message in the display pane, click the title of the message in the preview pane. If the Expand Indicator ⊞ appears to the left of a newsgroup message, then the message contains a conversation thread. A **conversation thread** consists of the original message on a particular topic along with any responses that include the original message. To read the responses, click ⊞ to display the message titles, then click the title of the message you want to read. To hide all the responses to a conversation thread, click the Collapse Indicator ⊟ to the left of a newsgroup message. Icons appear next to the news messages to indicate whether a conversation thread is expanded or collapsed, and whether or not it has been read. See Table H-4 for a description of common message icons. ✐ John decides to read some of the messages in the newsgroup. When he finishes, he restores his news server settings by unsubscribing from this newsgroup and removing the news server from the Folders list.

Steps

1. Click a **newsgroup message** in the preview pane with ⊞ to the left of the title, then read the message in the display pane
   The newsgroup message appears in the display pane.
2. Click ⊞ next to the newsgroup message
   The titles of the responses to the original message appear under the original newsgroup message, as shown in Figure H-17.

3. Click each **reply message** under the original message, then read the reply
   As you read each message, you can choose to compose a new message, send a reply message to everyone viewing the newsgroup (known as **posting**), send a reply message to the author's private e-mail address (rather than posting it on the newsgroup), or forward the message to another person.
4. After reading the last reply message, click the **Reply Group button** 🗐 on the toolbar, then click the **Maximize button** if necessary
5. Type a response to the newsgroup message, as shown in Figure H-18
   To see the exchange of messages and replies, click a message in the thread, click Message on the menu bar, then click Watch Conversation.
6. Click the **Send button** 🗐 on the toolbar, then click **OK**
   Your reply message appears in the preview pane along with the other replies to the original message. Everyone viewing the newsgroup can download and read your response.

7. Right-click the **newsgroup** in the Folders list, click **Unsubscribe**, then click **OK**
8. Right-click the **news server** in the Folders list, click **Remove Account**, then click **Yes**
9. Click **File** on the menu bar, click **Exit**, then click **Yes** if necessary to disconnect from the Internet

TABLE H-4: Newsgroup message icons

icon	description	icon	description
🗐	Unopened message; message heading text appears in bold	🗐	Message unavailable on server
🗐	Read message	🗐	Replied to message
🗐	Read message and stored on your computer	🗐	Forwarded message
🗐	Unopened message and stored on your computer	✻	Newsgroup new on server

FIGURE H-17: Reading a newsgroup message

Click button to create a new message

Click Collapse Indicator to hide replies to messages

Click Expand Indicator to display replies to messages

Your list of messages might differ

Message selected in preview pane shown here; yours will differ
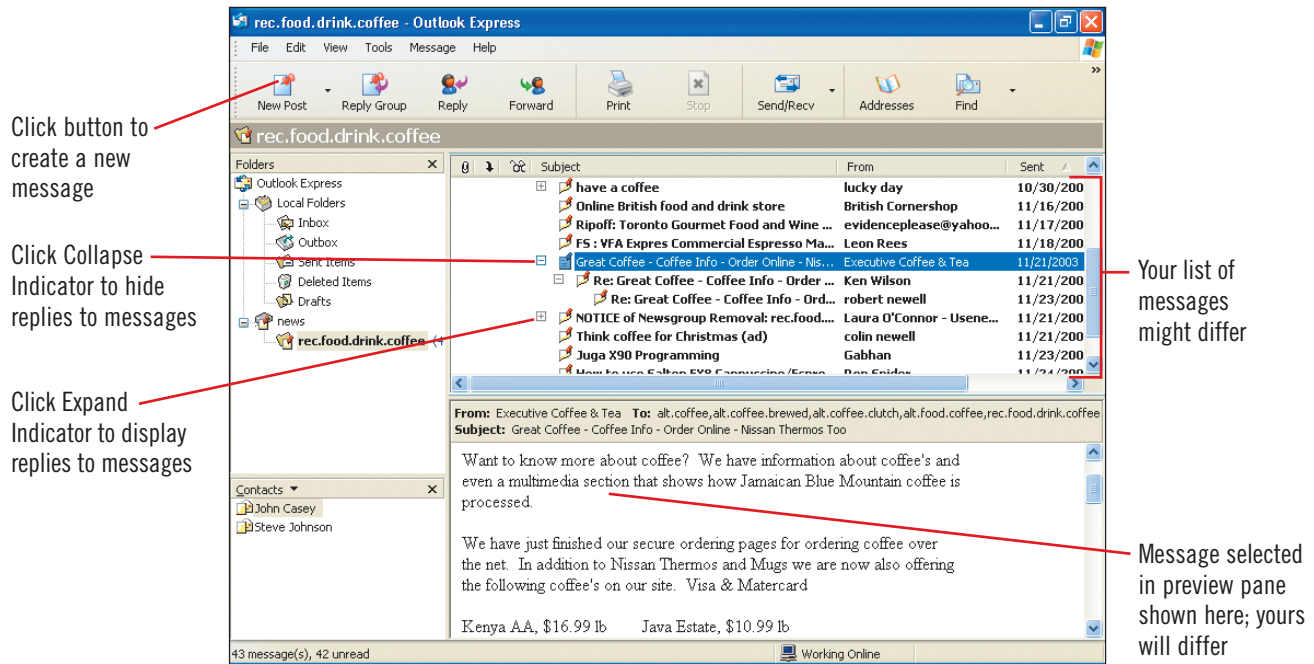
FIGURE H-18: Posting a newsgroup message

Click button to post message to newsgroup

Type your reply to the message here; your reply will differ

The original message will differ

CLUES TO USE
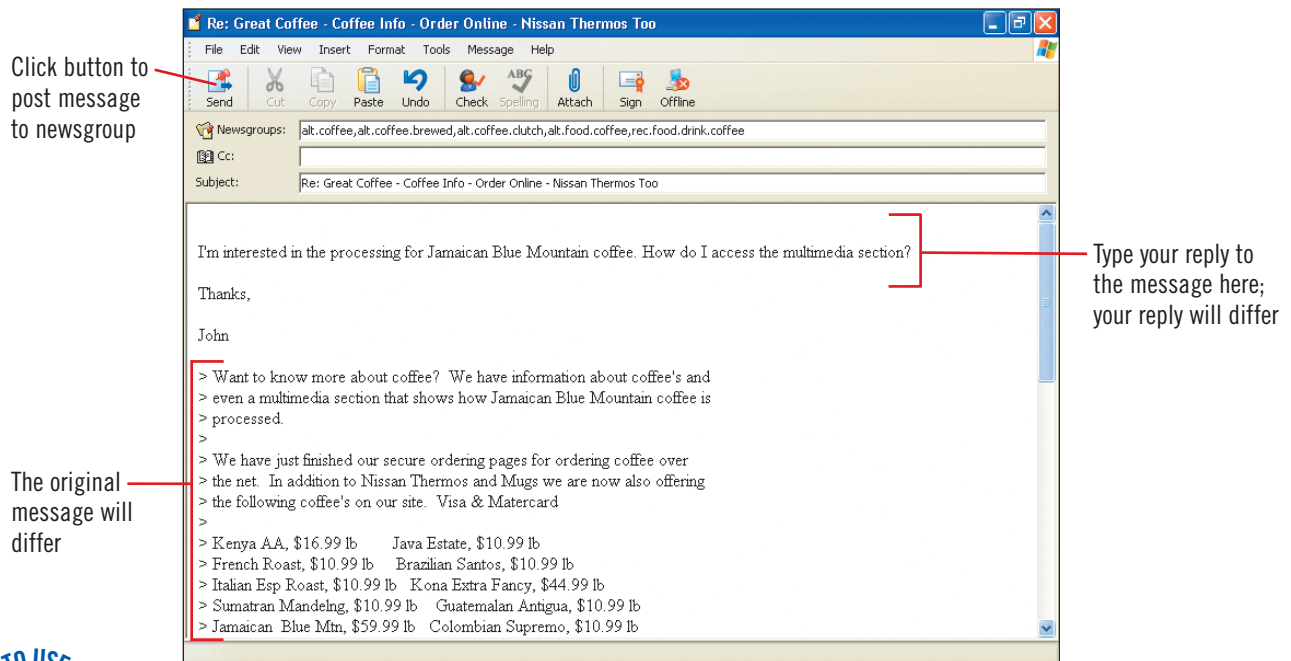
Deleting old news messages

Newsgroup messages are stored on your hard drive, so you should delete unneeded messages to free disk space. Outlook Express gives several clean-up options to help you optimize your hard drive space. You can delete entire messages (titles and bodies), compress messages, remove just the message bodies (leaving the title headers), or reset the information stored for selected messages, which allows you to refresh messages (download again). To clean up files on your local hard drive, select a news server in the Folders list, click Tools on the menu bar, click Options, then click the Maintenance tab. You can select any of the clean-up options to delete or compress news messages at a specified time, or click Clean Up Now, then click the button for the clean-up option you want to perform.

Practice

► Concepts Review

Label each element of the screen shown in Figure H-19.

FIGURE H-19

1. Which element displays new e-mail messages?
2. Which element points to an e-mail message?
3. Which element points to a newsgroup?
4. Which element points to the display pane?
5. Which element displays the contents of a folder?
6. Which element points to the preview pane?
7. Which element displays e-mail commands?
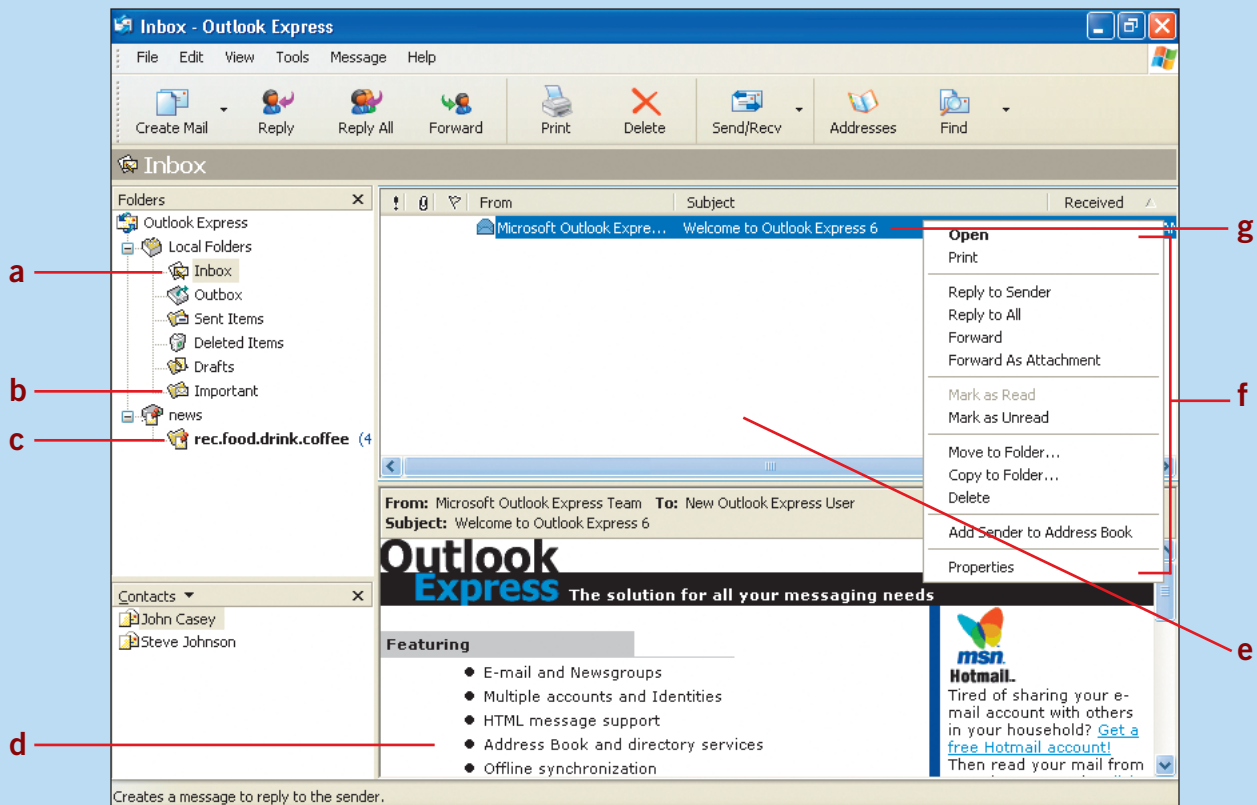
Match each term with the statement that describes its function.

8. **Message flag**	**a.** A computer on the Internet that stores articles
9. **Outlook Express**	**b.** Displays e-mail, contacts, and newsgroups
10. **Message Rules**	**c.** An icon that indicates e-mail priority
11. **Outlook Express window**	**d.** Diverts selected incoming e-mail folders
12. **News server**	**e.** A program that exchanges e-mail on the Internet
13. **Newsgroup**	**f.** A collection of articles on related topics

Select the best answers from the following lists of choices.

14. **The location that allows you to jump to folders and open tools is called the:**
    a. Outlook Express window.
    b. Outlook Express Start Page.
    c. Folders list.
    d. Outlook Express Link Page.

15. **To compose a message, you can:**
    a. Click the new Mail message link.
    b. Click Create Mail button on the toolbar.
    c. Click Message on the menu bar, then click New Message.
    d. All of the above

16. **A contact is a:**
    a. Person with whom you communicate.
    b. Mailing address.
    c. Newsgroup.
    d. Program.

17. **When you click the Send button on the toolbar in the New Message window, you first send an e-mail message to the:**
    a. E-mail address.
    b. Outbox.
    c. Internet.
    d. Cc and Bcc addresses.

18. **✉ indicates that the message has:**
    a. Not been read.
    b. Been read.
    c. One or more files attached to it.
    d. Been marked as low priority by the sender.

▶ Skills Review

1. **Start Outlook Express and explore the Outlook Express window.**
   a. Connect to the Internet.
   b. Start Outlook Express.
   c. Identify the title bar, menu bar, toolbar, Internet Explorer link, Folders list, Read Mail link, Read News link, new Mail message link, Open the Address Book link, Find People link, and status bar.
   d. On the toolbar, identify icons for opening the Address Book, sending and receiving e-mail messages, composing a message, and finding a message.
   e. If necessary, enter your user name and password, then click Connect.

2. **Add a contact to the Address Book.**
   a. Click the Address Book button.
   b. Click the New button, then click New Contact.
   c. Type **John** in the First name text box, press [Tab] twice, then type **Asher**.
   d. Click in the E-Mail Addresses text box, then type **johna@course.com**.
   e. Click Add, then click OK. Click the Address Book Close button.

3. **Compose and send e-mail.**
   a. Click the New Mail button, then click the Maximize button if necessary.
   b. Click the To button.
   c. Click the name John Asher.
   d. Click To, then click OK.
   e. Click the Subject text box, then type **Financial Update Request**.
   f. Press [Tab] to move to the message window, then type **John: Please send year-end financial report ASAP. Thanks**.
   g. Click the Send button.

4. **Retrieve, read, and respond to e-mail.**
   a. Click the Send/Recv button. It may take a few minutes before you receive a message from John Asher.
   b. In the Folders list, click Inbox. Click the message you just received from John Asher.
   c. Click the Forward Message button, then click the Maximize button if necessary.

    d. Click the To text box, then enter your e-mail address. Enter a response in the message window.

    e. Click the Send button.

5. Manage e-mail messages.

    a. Click File on the menu bar, point to New, then click Folder.

    b. Type **Archive**. Click Local Folders in the Folders list, then click OK.

    c. Right-click the message received from John Asher, then click Move To Folder on the shortcut menu.

    d. Click Archive, then click OK.

    e. In the Folders list, click the Archive folder.

    f. Right-click the message received from John Asher, then click Delete on the shortcut menu.

    g. Right-click the Archive folder, click Delete, then click Yes.

    h. Click the Address Book button.

    i. Click John Asher, click the Delete button, then click Yes. Click the Close button.

6. Select a news server.

    a. In the Folders list, click Outlook Express.

    b. Click the Read News link or the Set up a Newsgroup account link.

    c. If the Internet Connection Wizard appears, skip to Step e. Otherwise, click Tools on the menu bar, click Accounts, then click the News tab.

    d. Click Add, then click News.

    e. Type your name, then click Next. Type your e-mail address, then click Next.

    f. Type the name of a news server (see your instructor, technical support person, or ISP for a name), then click Next.

    g. Click Finish, click Close if necessary, then click No.

7. View and subscribe to a newsgroup.

    a. Click the Read News link, then click Yes if necessary.

    b. In the News server list, click the news server you just added (if available).

    c. Type **caffeine**. (If no items appear, type **tea** or **chocolate**.)

    d. Click a newsgroup. Click Go To.

    e. Right-click the newsgroup in the Folders list, then click Subscribe.

8. Read and post a news message.

    a. Click a newsgroup message with a ⊞ .

    b. Click ⊞ next to the newsgroup message.

    c. Click and read each reply.

    d. Click the Reply Group button, then type a response.

    e. Click the Send button, then click OK.

    f. Right-click the newsgroup in the Folders list, click Unsubscribe, then click OK.

    g. Right-click the news server in the Folders list, click Remove Account, then click Yes.

    h. Click File on the menu bar, click Exit, then click Yes if necessary to disconnect.

▶ Independent Challenge 1

You are a new lawyer at Bellig & Associates. You have a home computer with Windows XP and Outlook Express that you often use to do work on while you are at home. Because e-mail is an important method of communication at the law firm, you want to use the Outlook Express Address Book to enter e-mail addresses of colleagues with whom you need to communicate while working out of the office.

    a. Start Outlook Express, then open the Address Book.

    b. Enter the following names and e-mail addresses:

      Greg Bellig   gregb@bellig_law.com

Jacob Bellig   jacobb@bellig_law.com
Derek Quan   derekq@bellig_law.com
  c. Print the Address Book in both the Business Card and Memo styles.
  d. Delete the names and e-mail addresses you just entered in the Address Book.

▶ Independent Challenge 2

As president of Auto Metals, you just negotiated a deal to export metal auto parts to an assembly plant in China. Your lawyer, Josh Higgins, drew up a preliminary contract. You want to send Josh an e-mail indicating the terms of the deal so he can finish the contract. When Josh responds, move the e-mail into the Legal folder. If you do not have a connection to the Internet, ask your instructor or technical support person for help completing this challenge.

  a. Open a New Message window using the stationery called Technical, or another option.
  b. Type **jhiggins@course.com** in the To text box in the message window, then type **China Deal Contract** in the Subject text box.
  c. Enter the following message:
    Dear Josh,
    I have completed the negotiations with the assembly plant. Please modify the following terms in the contract:
    1. All parts shall be inspected before shipping.
    2. Ship 20,000 units a month for 3 years with an option for 2 more years.
    Sincerely yours,
    [your name]
  d. Send the e-mail.
  e. Print the e-mail you receive from Josh Higgins.
  f. Create a new folder called Legal, then move the e-mail message you received from Josh Higgins to the new folder.
  g. Delete the Legal folder.

▶ Independent Challenge 3

You are a legal assistant at a law firm specializing in international law. Your boss asks you to research international contracts with China. You decide to start your research with newsgroups on the Internet.

  a. Select a news server. (See your instructor, technical support person, or ISP to obtain a news server.)
  b. Subscribe to a newsgroup about China, then read several newsgroup messages and replies.
  c. Reply to a message, then post a new message.
  d. Print the newsgroup messages, including the original message and replies.
  e. Unsubscribe to the newsgroup, then remove the newsgroup server.

▶ Independent Challenge 4

You like to play sports, watch sports, read about sports, and talk about sports all the time, so you decide to join a sports newsgroup.

  a. Select a news server. (See your instructor, technical support person, or ISP to obtain a news server.)
  b. Subscribe to a newsgroup about sports, then read several newsgroup messages and replies.
  c. Reply to a message, then post a new message.
  d. Print the newsgroup messages, including the original message and replies.
  e. Unsubscribe to the newsgroup, then remove the newsgroup server.

▶ Visual Workshop

Re-create the screen shown in Figure H-20, which displays the Outlook Express window with a message that has been sent. Print the Outlook Express window. (Press [Print Screen] to make a copy of the screen, open Paint, click Edit on the menu bar, click Paste to paste the screen into Paint, then click Yes to paste the large image if necessary. Click the Text button on the Toolbox, click a blank area in the Paint work area, then type your name. Click File on the menu bar, click Page Setup, change 100% normal size to 50% in the Scaling area, then click OK. Click File on the menu bar, click Print, then click Print.)

FIGURE H-20